



# State of Nevada – Department Of Personnel

## CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
<b>FAMILY SUPPORT WORKER III</b>	<b>24</b>	<b>E</b>	<b>3.520</b>
<b>FAMILY SUPPORT WORKER II</b>	<b>22</b>	<b>E</b>	<b>3.521</b>
<b>FAMILY SUPPORT WORKER I</b>	<b>20</b>	<b>E</b>	<b>3.524</b>

### SERIES CONCEPT

Family Support Workers provide in-home assistance and instruction to clients and their families regarding homemaking skills including preparation of healthy and nutritious meals, and basic personal care and hygiene as necessary for the health and well-being of the client and other members of the household.

Provide regular physical care to clients including bathing, dressing, feeding as needed, and assist in establishing healthy eating habits and personal hygiene.

Perform general residential cleaning tasks for clients such as mopping floors, vacuuming, cleaning stoves and refrigerators, changing linen and making beds, washing dishes, and cleaning bathrooms and kitchens.

Wash client's personal laundry using client's equipment or a public laundromat; fold or iron finished laundry; mend clothing or linen.

Shop for food and essential supplies; pay bills such as utilities and rent; balance check book and assist with budgeting.

Plan and prepare nutritious meals consistent with the cultural and economic standards of the client and family.

Assist in planning daily routines for family members including work and play activities to establish a responsible, balanced and orderly family living environment.

Observe and identify abnormal behavior, neglect or abuse within the family unit and report observations to supervisor; work with social service personnel in referring clients to appropriate agencies for assistance and complete necessary referral forms for services.

Observe client behavior and environment and identify deterioration or improvement in the client's lifestyle as well as evidence of abuse, neglect, exploitation, or isolation; and report observations to the supervisor.

Prepare reports of time worked, mileage and services provided to clients.

Perform related duties as assigned.

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### CLASS CONCEPTS

**Family Support Worker III:** Under general supervision, incumbents, in addition to performing the full range of family support duties described in the series concept, teach basic parenting skills to clients to enable them to provide proper and necessary care to their children; teach and use behavior modification and related techniques to elicit appropriate behavior from children and adolescents; perform various social service duties including explaining welfare policies and procedures, Women, Infants and Children (WIC) food supplement program eligibility procedures, and other related social programs; and work with other social service personnel to assist families in which children or adults have been neglected, abused, or are disabled or chronically ill.

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### CLASS CONCEPTS (cont'd)

**Family Support Worker II:** Under general supervision, incumbents, in addition to performing the full range of duties described in the series concept, provide intensive in-home assistance services for elderly clients placed in a protective setting as a result of abuse, neglect, exploitation or isolation.

**Family Support Worker I:** Under general supervision, incumbents perform the full range of duties described in the series concept.

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### MINIMUM QUALIFICATIONS

#### **SPECIAL NOTES AND REQUIREMENTS FOR ALL POSITIONS IN THIS SERIES:**

- \* Incumbents must possess a valid driver's license at the time of appointment and throughout employment.
- \* Applicants may be required to pass a physical examination prior to appointment.

#### **FAMILY SUPPORT WORKER III**

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and two years of family support experience including homemaking, and providing care to children and/or the ill, disabled and aged; **OR** one year of experience as a Family Support Worker II in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

**ENTRY LEVEL KNOWLEDGE SKILLS AND ABILITIES** (required at time of application):

**Ability to:** develop sound relationships involving trust and respect with clients; identify signs of abuse, neglect and abnormal behavior and report to supervisor; detect negative behavior patterns and take appropriate action; use and teach acceptable child behavior modification techniques; *and all knowledge, skills and abilities required at the lower levels.*

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES** (typically acquired on the job):

**Working knowledge of:** State and federal social welfare programs; social service organizations and community resources. **General knowledge of:** welfare policies and application procedures.

#### **FAMILY SUPPORT WORKER II**

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and one year of experience in homemaking and care of children and/or the ill, disabled and aged; **OR** one year as a Family Support Worker I in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES** (required at time of application):

**Working knowledge of:** homemaking skills such as cleaning, washing laundry, and grocery shopping; child and adult nutrition as applied to menu preparation; family budgeting skills. **Ability to:** provide intensive in-home assistance services for the aged and elderly who are placed in a protective setting; teach adults proper methods of child care, personal hygiene and household maintenance; *and all knowledge, skills and abilities required at the lower level.*

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES** (typically acquired on the job):

**Working knowledge of:** agency policies and procedures related to providing in-home assistance to clients and their families. **Ability to:** observe client behavior and report improvement or deterioration to the supervisor.

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### MINIMUM QUALIFICATIONS (cont'd)

#### FAMILY SUPPORT WORKER I

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and six months of experience in homemaking and care of children and/or the ill, disabled and aged; **OR** an equivalent combination of education and experience. *(See Special Notes and Requirements)*

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES** (required at time of application):

**General knowledge of:** homemaking skills such as cleaning, washing laundry, and grocery shopping; child and adult nutrition as applied to menu preparation; family budgeting skills. **Ability to:** perform basic mathematical calculations; keep records and write simple reports; communicate both orally and in writing; relate to people from a variety of socio-ethnic backgrounds with diverse personalities; safely operate an automobile in order to drive to a client's residence and various locations necessary to carry out tasks.

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES** (typically acquired on the job):

**General knowledge of:** agency policies and procedures related to providing in-home assistance to clients and their families.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>3.520</u>	<u>3.521</u>	<u>3.524</u>
ESTABLISHED:	2/26/76	4/1/66	9/1/67
REVISED:	1/7/77	7/11/75	12/15/69
REVISED:	7/1/89P	1/7/77	11/16/72
REVISED:			7/11/75
REVISED:	7/1/89P	7/1/89P	7/1/89P
	5/20/88PC	5/20/88PC	5/20/88PC
REVISED:	7/1/99P	7/1/99P	7/1/99P
	10/2/98PC	10/2/98PC	10/2/98PC